

Milwaukee County Department of Health and Human Services Division of Youth & Family Services  <b>POLICY &amp; PROCEDURE</b>	Original Date Issued:  <b>08/01/2013</b>  <hr/> Last Revision: Date: <b>01/01/2017</b>	Current Review Date: <b>03/28/2018</b>  Current Review By: <b>DB</b>	Section:  <b>SERVICE RELATED</b>	Policy No:  <b>001</b>	Pages:  Page 1 of 26 (10 Attachments)
<input checked="" type="checkbox"/> Division of Youth & Family Services (DYSD)  <input checked="" type="checkbox"/> Detention Center  <input type="checkbox"/> DYFS Services Network  <input checked="" type="checkbox"/> Purchase of Service Agencies	Current Effective Date:  <b>07/01/2018</b>	Subject:  <b>Targeted Monitoring Program – Milwaukee County Accountability Program (MCAP) Policy</b>			

## I. Policy

It is the policy of Division of Youth and Family Services (DYFS) to promote and provide effective services that address risk and criminogenic needs among youth involved in the youth justice system. DYFS implemented the Intensive Monitoring Program – Milwaukee County Accountability Program (MCAP) as a dispositional placement alternative to Department of Corrections (DOC)/Division of Juvenile Justice Corrections (DJC) placement for the circuit courts.

## II. Definitions

### Supervising Advocate

Manages and supervises the case plan for all assigned youth to ensure delivery of program components, and track progress through the program progression. Maintains direct communication with the HSW, parent, and assigned DYFS MCAP liaison (designated Human Service Worker Supervisor).

### Monitoring Advocate

Supports the Supervising Advocate by taking responsibility for supporting the youth's transition into their community placement, monitoring and engaging the youth throughout the community phase. Collaborates with the assigned human service worker (HSW) in managing the assigned MCAP cases according to the youth's individualized plan, and encourages family engagement.

## III. Procedure

### A. Overview

1. The program serves youth under the following conditions:
  - Ages 13 to 16.5 years
  - Currently on court ordered supervision or Youth that have committed a new offense.
  - Youth currently under supervision at risk for DOC placement for a pending offense.
  - Youth in the Milwaukee County Accountability Program (MCAP) will be placed on a minimum of a one-year formal supervision order.
  - Placement in the secure detention center for a minimum of one hundred eighty days (approximately six months). The length of time a youth remains in secure detention is not based solely on time frames, but on meeting the program benchmarks.

2. Youth will be referred for an MCAP Psychological Assessment to determine program eligibility.
3. Youth can petition for passes from secure detention after 120 days to an approved placement.
4. Upon release from secure detention youth are required to follow a customized intensive aftercare plan under DYFS provisions with community-based services in place.
5. Participants will be required to appear in front of their assigned judge every 60 days, or as needed, for a MCAP review until their order expires.


## **B. Program Eligibility Criteria and Admission Process**

For youth to be considered for the program, they must first meet the eligibility criteria. If they meet the eligibility criteria, they are then subject to completion of the admission process.

### **1. Eligibility**

#### **a. Eligible Youth**

- i. Males between the ages of 13 and 16.5 years old who are assessed via the Youth Assessment and Screening Instrument (YASI) with a “High” Dynamic risk score for reoffending.
- ii. Youth eligibility is determined based on adjudication of, but not limited to, the following serious offenses:
  - a) 943.32(1)(B) Robbery with Threat of Force
  - b) 943.23(3) Drive or Operate Vehicle without Consent
  - c) 943.11 Entry into Locked Vehicle
  - d) 943.23(2) Take and Drive Vehicles without Consent
  - e) 346.04(3) Vehicle Operation Flee/Elude Officer
  - f) 948.60(2)(A) Possession of Dangerous Weapon by Child
  - g) 346.67(1) Hit and Run
  - h) 343.05(3)(A) Knowingly Operate without License-Cause Death
  - i) 943.32(2) Armed Robbery

 Referral criteria is not limited to the aforementioned offenses, but youth must have multiple serious adjudications.

#### **b. Youth Most Appropriate for MCAP**

Youth being considered for this program must meet the criteria outlined above. However, the below identifies youth behaviors and circumstances that lead to the best outcomes.

- i. Youth that are chronically non-compliant.
- ii. Youth that are not appropriate for community-based placements due to failure to perform within previous placement(s) with the aforementioned charges *Refer to Section B(1)a(ii)* of this policy.
- iii. Youth with a supportive parent/guardian that is willing to be responsible for the youth's supervision upon release. If the youth does not have a supportive



parent/guardian, the assigned HSW is responsible for seeking a supportive family member and/or make alternative arrangements prior to MCAP court recommendation.

- iv. Youth whom have already successfully completed an inpatient substance abuse treatment program.

**c. Ineligible Youth**

Youth that meet these criteria are not eligible to participate in the program.

- i. Youth that have a mental health diagnosis and are either not stabilized on medication or are not willing to be compliant with their medication regimen.
- ii. Youth whom have not participated in inpatient treatment services and
  - have a long history of substance abuse or
  - substance abuse history has caused out of home placement or
  - substance use has been identified as the primary motivator for their criminal behavior.
- iii. Youth who are currently on adult supervision in addition to their juvenile order, or are pending adult charges.
- iv. Youth adjudicated of 940.225 (1) 1<sup>st</sup> degree sexual assault or multiple sexual assault charges.

**d. Ineligible Youth Ordered to MCAP**

Youth deemed inappropriate for the program based on the criteria outlined in this policy; however, still ordered to the program by judiciary require the following steps take place:

Once the MCAP HSW is assigned,

- i. Staff the case with the HSW Supervisor noting the decision to order to the youth to the program, the reasons the youth is inappropriate for the program and articulate the next steps as identified below.
- ii. Complete the DYFS Central Staffing process to identify other more appropriate interventions for the youth. If the youth has already been through the DYFS Central Staffing process, utilize the interventions options already provided.
- iii. File a motion for revision of the dispositional order.
- iv. Be prepared to articulate the following in court:
  - Youth's risk level as it relates to their likelihood to reoffend
  - Youth's risk or dangerousness to the community (if any)
  - Youth's needs and how they can be met with the other intervention options provided by the DYFS Central Staffing committee
  - Factors explaining how the youth meets the criteria for "Ineligible youth" for the program (*as defined in section III.B.1.c. of this policy*)

- Factors that contribute to the likelihood of the youth not having positive outcomes in the program due to not meeting the criteria for “Youth Most Appropriate” for the program (*as defined in section III.B.1.b. of this policy*).

## 2. Admission Requirements

- DYFS Central Staffing team** which is comprised of the DYFS Section Manager, Wraparound Milwaukee representation, the assigned HSW and HSW Supervisor, and the DYFS MCAP Liaison, and Program Provider representative.
- MCAP Psychological Assessment** to determine whether the youth is an appropriate candidate for MCAP. The assessment is conducted to identify the youth’s current diagnosis and treatment needs per the courts or DYFS central staffing outcome.
  - HSWs are required to submit psychological referrals within 24 business hours after receiving DYFS Central Staffing recommendations, court order, or determining within their professional observation MCAP is an option (If MCAP is appropriate per the assessment the HSW must staff the case for out-of-home placement).
  - Psychological Assessment results will be submitted to the assigned HSW, public defender, district attorney and the clerk of courts 14 days (including weekends) after receiving referral.

### The referral process:

- Complete the Central Staffing form
  - Complete the Synthesis Referral from: “Assigned Agency” – Psychological Assessment Services, LLC., and “Service Being Requested to”- MCAP–CCC-MCAPCCC
  - Include all documents per the DYFS Program Cheat Sheet located on H:\DCSD Documents - June 2015
  - Scan completed packet to “Programs”
- ✚ If the assessment referral is submitted without a court order, parental consent is required. If the parent refuse to sign consents, the HSW can request a court order to proceed with the assessment at the next court proceedings.
- ✚ All youth referred to MCAP are subject to approval based on the recommendation on the psychological assessment.

- Program Referrals** – All program referral packets are required to be submitted to the Administration email ([DCSDadmin@milwaukeecountywi.gov](mailto:DCSDadmin@milwaukeecountywi.gov)) within 24-hours of court order.

All packets will be checked for accuracy by DYFS clerical specialist, and will be returned to the assigned HSW for corrections.

### The referral packet must include:



- Multi-Program Referral Form (*Refer to Attachment A: Multi-Program Referral Form*)
  - Addendum to Delinquency Order for Temporary Physical Custody (TPCO) Form
  - MCAP Assessment
  - Docket
  - Youth Assessment Screening Instrument (YASI) Wheel
  - Court Report
  - Signed Probation Agreement
  - All Petitions
  - School Records (Include report cards)
  - Permanency Plan
- d. **Transfer of Case File** – All files are required to be submitted to the assigned MCAP liaison for transfer within one (1) business day, or 24 hours, of dispositional proceeding.
- ✓ The transferring file must include the following completed forms:
    - Probation Review Report
    - Typed and updated Face Sheet
    - Case Transfer & Dispositional Summary
  - ✓ Case file documents must be in order according to file dividers
  - ✓ Completed Case Notes, including the date and name of the MCAP liaison you are submitting the file to.
    - ✚ **Please note**, the *DYFS Case Noting Policy 012* requires 72 business hours to submit case notes. However, for all MCAP case transfers, notes must be completed within the specified 24-hour time frame.
  - ✓ MCAP Liaison is responsible for notifying the Director of the TMP via email informing them of the newly assigned HSW.
- e. **Youth Insurance Requirements** – All youth enrolled in MCAP must have insurance applied for and accessed via the Forward Health program.
- ✓ Forward Health Portal access is required to apply for health insurance for all youth placed in a group home. (*A select DYFS representative will maintain this access at all times to process applications for DYFS youth*).
  - ✓ The MCAP HSW must complete the *DYFS Financial Assistance Form* (*Refer to Attachment B: Milwaukee County DHHS DYFS Financial Assessment Referral Form*) located on the shared (H) drive and include:
    - A copy of Court Order placing the youth at the group home
    - All completed Temporary Physical Custody orders signed by the Court prior to the Court ordering the current placement under the current case number.
      - ✚ **NOTE:** The Addendum to Delinquency Order for Temporary Physical Custody (TPCO) generally used in court is NOT accepted by Forward Health.
      - ✚ **NOTE:** Form JD-1711: The State Order for Physical Custody, can be found in the youth's court file and must be used. (*Refer to*

*Attachment C: Order for Temporary Physical Custody).*

✚ **NOTE:** While the youth is in detention awaiting placement into the MCAP program, each hearing will generate a TPCO form. All copies of the TPCO forms must be included in the packet.

- ✓ The assigned MCAP HSW is responsible for submitting the DHHS DYFS Financial Assessment to the DYFS Fiscal Specialist five (5) business days after receiving the MCAP case file.

#### IV. Program Operations and Fidelity

##### A. Internal Program Operations

1. Youth are to be immediately placed on the assigned MCAP pod in secure detention post disposition per the signed *Addendum to Delinquency Order for Temporary Physical Custody (TPCO)* form.

✚ **NOTE:** If there are no openings on the MCAP pod the JCO Supervisor is responsible for creating a waitlist according to youth's order date.

✚ **NOTE:** The MCAP Liaison is responsible for emailing [CCCcustodyintake@milwaukeecountywi.gov](mailto:CCCcustodyintake@milwaukeecountywi.gov), the judicial operations manager, MCAP team, section manager and HSW supervisors the MCAP waitlist including updates as changes occur no later than 24 hours or two (2) business days after the change.

2. The Juvenile Correction Officer (JCO) Supervisor is responsible for notifying the assigned MCAP Liaison via email of the youth court ordered to the program. Include the following in the email:
  - a) Youth name
  - b) Date of birth
  - c) Order Date
  - d) Assigned HSW
3. MCAP programming in secure detention is to begin immediately upon the youths' transfer to the MCAP unit. This includes:
  - a) Education Services – Wauwatosa Public School
  - b) Restorative Justice Services
  - c) Express Yourself Milwaukee Art Therapy
  - d) Individual/Family Therapy
  - e) Onsite Monitoring
  - f) AODA Education and Counseling Groups
  - g) Juvenile Cognitive Intervention Program (JCIP) Group
4. YASI Case Plan  
Case plan should be completed and shared with MCAP Team within 30 days of disposition.

##### B. Role Requirements

###### 1. Role of the DYFS Administrative Coordinator

- a) Ensure the consistency, and quality of programming is maintained.

- b) Work collectively with the providing agency through bi-monthly site visits (monthly site visits if needed) and communicating as needed.
- c) Attend and/or facilitate MCAP staffings when MCAP Liaison is not available to ensure the needs of the youth are met. MCAP staffings cancellations can only be approved by Administrative Coordinator, Section Manager or designee.
- d) Verify and track MCAP openings, transitions and waitlist.
- e) Address any programming issues or concerns.
- f) Update and develop policies and changes as needed.
- g) Partner with Intelligence Fusion Center (IFC) and Milwaukee Police Department (MPD) in compliance with DYFS Memorandum of Understanding (MOU).
- h) Ensure all program changes are documented and approved by DYFS Administrator.
- i) Meet monthly with the MCAP Liaison and MCAP HSWs to review policy and program requirements/updates, address concerns, and discuss successes.

## **2. Role of Targeted Monitoring Program (TMP) Director**

- a) Assist with the development, coordination, and day to day supervision of programming for court ordered services.
- b) Attend all DYFS Provider meetings and trainings.
- c) Ensure TMP meets its projected goals and performance measures as it relates to DYFS and the assigned agency.
- d) Provide direct supervision for the Supervising Advocate.
- e) Serve as the main contact for program related items and communicate regularly with assigned DYFS Administrative Coordinator.
- f) Coordinate activities/services with partnering providers to ensure they are supporting the expectations.
- g) Run and submit all weekly census reports for DYFS clerical staff for all court ordered programming.
- h) Support the Supervising Advocate with the MCAP pod environment.
- i) Assist administrative assistant and MCAP Coordinator with data collection for reporting on all court ordered services (Performance Measures, Continuous Quality Improvement (CQI), Standard Program Evaluation Protocol (SPEP), etc.)
- j) Oversee and facilitate youth orientation on Pod.
- k) Supervise and support JCIP groups in all phases.
- l) Supervise delivery of the service plan and court reporting.
- m) Integrate all evidence-based practices into delivery of the program.
- n) Conduct quality assessments of TMP services and staff as directed by DYFS.
- o) Submit the monthly program schedule and sign-in sheets to the assigned Administrative Coordinator.

## **3. Role of Running Rebels MCAP Coordinator**

- a) Manage assigned MCAP cases according to the youth case plan. The YASI and MCAP case plan should work in conjunction with one another.
- b) Collaborate with MCAP HSW, individual/family therapist, AODA therapist and other service providers to reach desired outcomes for each youth assigned.
- c) Review and monitor personalized goals for each relevant YASI domain (*e.g. home, school, community...*)

- d) Supervise the quality contact schedules as outlined by MCAP policies and procedures manual.
- e) Supervise, support, and implement the 24/7 monitoring program for each youth assigned in collaboration with the monitoring advocate.
- f) Develop a working understanding of the GPS devices and VeriTracks software, VeriTracks administrative user, and direct contract person for the Satellite Tracking of People (STOP), LLC. account manager as a function for DYFS.
- g) Ensure parenting information orientations are being completed every three (3) months.
- h) Develop a working understanding of all programming and how it relates to MCAP.
- i) Complete court reports and attend all court hearings.
- j) Coordinate and execute 72-hour holds in conjunction with the MCAP team.
- k) Conduct youth orientation on the MCAP pod.
- l) Support collaborative efforts with Wauwatosa School District to establish and maintain transitional educational setting for use by appropriate MCAP youth.
- m) Support the development of the MCAP team and its function as a unit for the purpose of providing the highest quality of services to all youth and families assigned.
- n) Ongoing orientation of detention teachers regarding MCAP program expectations and youth needs.

#### **4. Role of DYFS MCAP Liaison**

- a) Supervise the MCAP Human Service Workers (HSW)
- b) Attend and facilitate weekly Staffings
- c) Provide the weekly Staffing agenda to all attendees via email including the assigned Administrative Coordinator and Section Manager the Wednesday prior to Friday Staffing. Cancelled Staffings must be approved by the Section Manager or assigned Administrative Coordinator.
- d) Attend DYFS weekly staffings for MCAP recommendations.
- e) Point of contact for HSW concerns with providers
- f) Address concerns with assigned Administrative Coordinator
- g) Participate in the development of program changes
- h) Meet with MCAP youth in secure detention minimally once (1) a week
- i) Maintain and update the MCAP Waitlist
- j) Meet monthly with the MCAP HSWs and Administrator Coordinator to review policy and program requirements/updates, address concerns, and discuss successes.

#### **5. Role of Human Service Worker**

- a) Attend all MCAP staffings
- b) Provide a list a youth for MCAP Staffing Wednesday prior to noon to MCAP Liaison
- c) Provide parent/guardian or responsible supervising adult with a program overview of all three (3) phases of MCAP.
- d) Meet with youth in secure detention two (2) times a week; and youth in the community a minimum of two (2) face-to-face visits weekly.
- e) Ensure all services are in place and occurring as expected per youth's individual service plan.



- f) Coordinate home passes with the parent/guardian and MCAP team, after youth has petitioned and earned their pass.
- g) Utilize JCIP language with youth.
- h) Schedule and facilitate team meetings monthly to review the progress of the youth, and prior to discharge from secure detention to review and discuss the service plan including: Advocate, youth, profession providers, and parent/guardian (HSWs are required to be present)
- i) Schedule 60-day reviews with the court
- j) Review MCAP expectations with youth and parents at the time of initial placement.
- k) Review and secure appropriate signatures on the Global Positioning Satellite (GPS) Services Conditions of Supervision Disclosure (*Refer to Attachment D: Milwaukee County DHHS DYFS Global Positioning Satellite Services Conditions of Supervision Disclosure*).
- l) Enforce general rules of compliance on the MCAP pod, appropriate school behavior, assignment/homework completion and JCIP participation in daily classes as early behavioral benchmarks.
- m) All permanency plans must be completed by the MCAP HSW.
- n) Provides the initial notification to the youth and the family regarding 72 hour holds; and will work closely with the assigned Supervising Advocate to obtain compliance.
- o) Submit YASI Case Plan within thirty (30) days of disposition to all service providers.

#### **6. Role of JCIP Facilitator**

- a) Introduce JCIP curriculum to the youth
- b) Assist youth to understand their role in measuring and maintaining accountability throughout the 12 months of MCAP
- c) Facilitate daily JCIP lesson and supplemental material for Phase I and II according the requirements of the curriculum.
- d) Encourage openness and full disclosure as a requisite of the program.
- e) Reiterate the importance of appropriate behavior on the MCAP pod and in school, 100% assignment/homework completion, JCIP participation in daily classes as early behavioral benchmarks.
- f) Advise all parties on youth's progress
- g) Encourage relationship building with Advocate and identify them as primary resource for success in MCAP

#### **7. Role of Supervising Advocate**

- a) Manage assigned cases according to youth's individualized services plan.
- b) Partner with HSW and professional providers.
- c) Work with each youth to develop personalized goals for each identified domain on the YASI assessment; and the Supervising Advocate to identify and support appropriate goals developed with the MCAP service team (HSW and professional partners)
- d) Provide 24/7 Mentoring and Crisis Stabilization.
- e) Facilitate the execution of 72-hour holds that are coordinated with the HSW to obtain compliance as needed.

- f) Coordinate and facilitate developmental recreational activities that support the overall goals of the program.
- g) Supervise the assigned advocates to maintain the quality contact schedule and documentation standards for youth and families; and support the implementation of the 24/7 monitoring program for each youth assigned to the monitoring advocate.
- h) Maintain complete oversight of the 24/7 monitoring provided for all cases; arranging appropriate coverage for scheduled and unscheduled time off for monitoring advocates.
- i) Support directors ongoing development of the MCAP program
- j) Complete reports for, and attend all scheduled court proceedings
- k) Work with the family of each assigned youth to comprehend and support the youth the MCAP program.
- l) Maintain and update service plans, client files, personal and program goals
- m) Direct contact for HSW's in the event they are unable to reach the Monitoring Advocate.
- n) Effectively document all monitoring contacts and activities on a daily basis for all youth assigned.
- o) Assist with potential school placements for youth transitioning into the community.
- p) Facilitate parent information (completed within 7 days of referral date), family orientation (bi-monthly), and youth orientation (completed within 7 days of referral date).

#### **8. Role of Monitoring Advocate**

- a) Support the supervising advocate in managing assigned MCAP cases according to their individualized service plan.
- b) Partner with the HSW, professional providers to reach desired outcomes.
- c) Work with each youth to reach personalized goals for each identified domain on the YASI assessment; and supervising advocate to identify and support appropriate goals developed with the MCAP service team (HSW, professional teams).
- d) Work with the family of each assigned youth to understand program requirements, and provide guidance on how to support the youth to be successful in the program.
- e) Assist to implement and maintain a 24/7 monitoring program schedule as outlined by the supervising advocate; mentoring; crisis stabilization; and working knowledge of the location and activities of all assigned youth at all times. Responsible for daily home and school visits.
- f) Understand the implementation of the Global Positioning System (GPS) devices, uses, and associated software to support the 24/7 monitoring component.
- g) Establish a rapport with each youth to understand and support the youth through the program.
- h) Provide/support 24/7 mentoring and crisis stabilization services for assigned youth; and implement and maintain a 24/7 monitoring program schedule.
- i) Work with the family of each assigned youth to understand the requirements of the program, and how to support the youth to be successful in the program.
- j) Develop skills to effectively facilitate supplemental groups to support the development of JCIP skills, character building, and life skills.
- k) Facilitate the execution of 72-hour holds that are coordinated with the HSW to obtain compliance as needed.

- l) Assist with the writing of court reports, and attend scheduled court proceeding for assigned youth.
- m) Coordinate and facilitate developmental recreational activities that support the overall goals of the youth, and personal development in a one-on-one and/or small group setting (3 or less). Effectively document all monitoring contacts and activities on a daily basis for all youth assigned
- n) Develop an understanding of JCIP, Restorative Justice, and their applications in their connectivity to the outcomes of the program.
- o) Work with ATAC to ensure youth have service beyond their probation and to connect appropriate siblings to service and activities.

**9. Role of MCAP Juvenile Correctional Officer (JCO)**

- a) Responsible for maintaining a safe and secure environment
- b) Assumes the role of the primary manager of the MCAP Pod and the coordinator of all activities that occur in the MCAP Pod.
- c) Responsible for the entry of pertinent information in the electronic logs that may be utilized by the courts, Medical Department, Psychiatric personal, Probation Department, and other Departments or agencies providing services to the youth while in the detention phase of the MCAP program.
- d) Assumes the responsibility of exemplifying the ability to mentor, counsel and give direction in a professional manner to all MCAP youth.
- e) Hold youth accountable for behavioral challenges by utilizing the JCIP supplemental materials.
- f) Provide incentives for youth who meet MCAP programming expectations via *CAP Snacks N Stuff*.
- g) Enforce general rules of compliance on the MCAP Pod, appropriate school behavior, assignment/homework completion and JCIP participation in daily classes as early behavioral benchmarks.
- h) Build a rapport with the MCAP youth and provide support when needed.
- i) Track the youth's progress via the *CAP Snacks N Stuff* incentive grid.
- j) Ensure all individuals entering and exiting the pod are signing in and out. Sign-in sheet must include the individuals name, assigned agency, title, date, time and pod number.

**10. Role of MCAP JCO Supervisor**

- a) Supervise the MCAP Juvenile Correction Officer (JCO).
- b) Attend weekly MCAP staffings.
- c) Point of contact for JCO Pod issues and concerns with providers.
- d) Address concerns with Superintendent or Deputy Superintendent.
- e) Participate in the development of programming and program changes as if it relates to the functionality of secure detention.
- f) Meet monthly with MCAP HSW'S and Administration Coordinator to discuss program requirements/updates, address concerns and discuss successes.
- g) Ensure that MCAP programming is being followed as it was intended to be for the detention phase of MCAP.
- h) Provide leadership for JCO'S and providers.
- i) Provide all documentation of MCAP youth daily progress directly to the assigned agency advocate, HSW and MCAP Liaison (HSW Supervisor).



- j) Assure that JCO'S are holding youth accountable and are providing incentives to MCAP youth who meet program expectations.
- k) Email new MCAP referrals to the assigned MCAP Liaison at the time of receipt.

#### **11. Role of Workforce Specialist**

- a) Responsible for coordinating, planning and delivering interest surveys and potential volunteer and employment placement opportunities for youth.
- b) Coordinate and schedule supplementary training including but not limited to basic computer skills, clerical training, and project-specific skills training.
- c) Recruitment of potential employers, establishing and maintaining relationships and agreements for employment referrals.
- d) Maintain appropriate documentation and tracking systems for attendance, evaluations, assessments, job placements, and retention and community referrals.

#### **C. Pass Progression Process**

Youth begin to petition for passes on their 120<sup>th</sup> day, and are expected to transition home on their 150<sup>th</sup> day. In addition to petitioning for passes, the Thursday prior to the initial petition week (One day pass), and final release into the community each youth will participate in a panel interview consisting of three (3) DYFS stakeholders, management, staff, and/or administrative staff to assess their readiness for the community. All youth are required to participate in a panel interview if they went missing, or removed their GPS device on their previous pass.

- ❖ There are a minimum of four (4) passes total (the number of passes are subject to change at the discretion of the MCAP team):
  - a) One (1) day pass
  - b) Two (2) day passes
  - c) One (1) overnight pass
  - d) Two (2) overnight passes
- ❖ Passes take place on the weekend, Friday, Saturday, and Sunday; and may be modified to accommodate parent/guardian(s) or relative placement availability. If a youth is eligible for passes and there is no parent/guardian(s) or relative placement available the assigned advocate will make arrangements to have an outing with the youth.

✚ NOTE: All youth are required to be fitted for a Global Positioning System (GPS) device prior to release for passes and final release into the community.

✚ NOTE: All youth that return from a pass with NEW CHARGES are to remain in general population upon resolution of new charges. *(Please refer to Section VII. of this policy).*

#### **1. The HSW Role in the Pass Process**

- a) The HSW is responsible for using the information from the pass petition, panel interview results, and professional observation to make the final determination for approved passes.
- b) The HSW is responsible for contacting the parent/guardian to schedule a team meeting, develop an individual transition plan. This plan must include but is not

limited to: pass location, safety plan (*if applicable*), transporting adult, supervising adult, timeframe, parent/guardian work schedule.

- c) The HSW is responsible for submitting the Temporary Release MCAP Form (*Refer to Attachment E: Youth Multi-Pass Form*) to Milwaukee Police Department (MPD) Intelligence Fusion Center (IFC) [ifc@milwaukee.gov](mailto:ifc@milwaukee.gov), the direct HSW supervisor and to the appropriate DYFS email box ([CCCcustodyintake@milwaukeecountywi.gov](mailto:CCCcustodyintake@milwaukeecountywi.gov))
- d) HSW is responsible for notifying the MCAP service team including the assigned administrative coordinator anytime a youth does not return.

## **2. The MCAP Coordinator Role in the Pass Process**

- a) Send an email out every Wednesday prior to noon to the MCAP team notifying all parties of petition outcomes: school attendance and participation, completion of Juvenile Cognitive Intervention Program (JCIP) assignments, participation in all pod programming, no room time or restrictions during petition period, and achievement of the goal set with advocate for the week.
- b) Submit a copy of the completed pass petition to the assigned HSW.
- c) Confirm pass transportation with parent/guardian(s) or relative placement.

## **3. The Youth Role in the Pass Process**

- a) Youth petition for passes in the secure detention phase of the program.
- b) Youth will participate in a panel interview for their initial pass and final release.
- c) Set an achievable weekly goal with their assigned advocate.
- d) Youth will be released home with a GPS device monitored by the providing agency during all passes.

# **D. Contact Standards**

## **1. Detention Phase**

- a) 3 minimum face-to-face pod visits by assigned Monitoring Advocate
- b) 2 minimum weekly contacts (face-to-face or telephone) with parent/guardian by assigned Monitoring Advocate
- c) 2 minimum weekly face-to-face pod visits by the assigned HSW (i.e. engage the youth utilizing: JCIP supplemental material, playing a game, reiterate expectations, seek their interest in community transition prosocial activities...)
- d) 1 minimum weekly contact (telephone or face-to-face) with parent/guardian(s) or relative placement by assigned Monitoring Advocate.
- e) 1 minimum weekly contact (telephone or face-to-face) with parent/guardian or relative placement by the assigned HSW
- f) 1 minimum weekly (group/individual) visit by the assigned MCAP Liaison (HSW Supervisor)

## **2. Community Phase**

- a) Daily scheduled or unscheduled contacts, face-to-face home visits, in person school attendance checks, and random location pop up visits by the assigned Monitoring Advocate.
- b) 3 minimum weekly contacts (Face-to-face or telephone) with parent/guardian(s) or relative placement by the assigned Monitoring Advocate.
- c) 2 minimum weekly face-to-face contacts with youth by the assigned HSW



- d) 2 minimum phone contacts with parent/guardian by assigned HSW
- e) 1 minimum scheduled face-to-face meeting with parent/guardian(s) or relative placement by the assigned HSW (Team meetings will satisfy this contact if parent/guardian(s) or relative placement is present)
- f) 1 minimum monthly team meeting scheduled by the assigned HSW including the advocate, family members, parent/guardian(s) or relative placement, and service providers.
- g) Upon release for passes and from secure detention each youth will have a daily calling schedule that includes a required curfew call, and contact per the aforementioned contact standards for their current phase. The number of contacts can be reduced or supplemented by the youth's participation in structured outside activities (i.e. employment...) closer to the discharge date at the discretion of the MCAP team.

#### **E. Return to Community Placement**

1. Prior to the youth's release from secure detention the HSW is responsible for meeting with the youth to review and obtain a signature for the Acknowledgement of Dispositional Conditions and Sanctions (Delinquency/JIPS) (*Refer to Attachment F: Acknowledgement of Dispositional Conditions and Sanctions (Delinquency/JIPS)*).
2. If the youth has been successful in complying with MCAP, in the fourth (4<sup>th</sup>) month the MCAP HSW will:
  - a) Develop a discharge plan including services, and a safety plan (if applicable)
  - b) Identify the youth's placement upon release. If the youth does not have a designated placement, the HSW must seek an alternative course of action
    - i. GPS monitoring is required upon initial release to the community (30-day minimum).
    - ii. The HSW staff will assist the parent/guardian in arranging school placement.
    - iii. HSW staff will arrange a minimum of 4 appointments with the youth after discharge from secure placement, and maintain regular contact with the family (at a minimum of once a month) and professional providers.
    - iv. The HSW staff will arrange or assist the parent/placement to arrange the continuation of appropriate services that are still needed or arrange new services that might be needed (including but not limited to: revision of dispositional order, placement, or just to gain compliance).
    - v. The HSW staff will respond within one (1) business day issues/concerns reported by youth, advocate, parent/guardian, and professional providers. All inquiries involving law enforcement should be directed to the assigned DYFS administrative coordinator.
    - vi. The HSW is responsible for exploring alternatives to 72-hour holds for non-compliant behavior before exercising the 72-hour hold option.

✚ Examples of alternative options for noncompliance in youth can include:

- 24-Hour Curfew
- Apprehension Request



- Carey Guides (BITS)
  - JCIP Supplemental Material
  - Sanction motions
- vii. The HSW will utilize 72-hour holds to obtain compliance only after youth have not positively responded to the alternatives.
  - viii. The HSW will submit an apprehension request immediately, and obtain a signed copy from the court when a youth has been reported missing to be submitted to MPD/IFC. A 72- hold will be submitted to secure detention in conjunction in the event a youth voluntarily turns him/herself in.
  - ix. The HSW staff will attend all court review hearings and provide a verbal compliance review report for these hearings, accompanied by the providing agencies court report.
  - x. If there are problems with youth s compliance in Phase III of the program, the HSW staff has the option to take the following course of action with the input of the MCAP service team, and/or the DYFS staffing team:
    - ✚ Revise the dispositional order to DOC/Lift of stay to DOC or other change of placement,
    - ✚ Removal from MCAP, and/or
    - ✚ File the necessary petition/motion and attend court proceedings as needed.

## F. Key MCAP Program Components:

### 1. Orientations/ Meetings

- a) **Youth Orientation** – Providing agency is expected to schedule and hold the orientation within 7 days of agency receipt of referral.
- b) **Parent Orientation** – Providing agency is expected to schedule within 7 business days and the appointment is required to occur within 14 business days from receipt of referral.
- c) **Parent Informational Meeting** – A parent Informational Meeting for youth residing in secure detention must take place every three (3) months for parents of new MCAP participants. The following MCAP team members are expected to attend: assigned Supervising Advocate, Monitoring Advocate, MCAP Coordinator, Human Service Worker, and MCAP Liaison or Administrative Coordinator. The orientation must review the following information: What is MCAP i.e. secure detention phase, transition home, and community-based services; roles and responsibilities of all MCAP team members; parent/guardian responsibilities; and youth expectations during the community phase.
- d) **MCAP Staff Orientation** – All staff providing services for youth participating in the MCAP program will be provided a standard orientation to policies, procedures, practices and program expectations in the community and secure detention. The orientation will occur prior to services being rendered by the assigned Administrative Coordinator for Fee-for-Service services, or MCAP Youth Corrections Officer (YCO) Supervisor or a designee for POD programming (*Refer to Attachment G: "Visitation Procedures for Service Providers" in development*).

2. **Education** – Wauwatosa Public Schools provides education services for MCAP participants. This include classes in reading, English, math, social studies, science, physical education/health and art. While youth are in secure detention Wauwatosa Public Schools will provide weekly progress reports to the HSW.
  - a) **Academic Credit Recovery** – Credit recovery is available to certain participants by completing virtual courses online. These courses, if not completed, may continue upon release at Wauwatosa Virtual Academy. Credits earned are transferable to the youth's local school district upon discharge from the program.
  - b) **Reading Requirement** – Youth are required to read a total of 40 books during their time in MCAP. Students must also give oral book reports to ensure comprehension of the reading material. A list of required reading books can be modified to accommodate the youth's individual reading level.
3. **Targeted Monitoring** – MCAP participants are assigned to a monitoring advocate from a community-based agency contracted to provide the Targeted Monitoring Program. The advocates provide weekly reports and updates as needed to the assigned HSW.
4. **Electronic Monitoring** – Global Positioning Systems (GPS) monitoring is required during all home passes, and upon initial release to the community for a minimum of thirty (30) days.
5. **Juvenile Cognitive Intervention Programming (JCIP)** – A required group is juvenile cognitive intervention programming, which is an evidence-based curriculum that must be administered with fidelity to youth involved in the program. JCIP is designed to help individuals evaluate the effects of their thoughts on their behaviors and work to avoid problem behavior (e.g. offending) through changing the thinking that encourages those behaviors.
  - a) Credentialing of Facilitators: All JCIP facilitators are required to be trained facilitators and certification of training must be submitted to DYFS prior to facilitating programming.
  - b) Program Modifications: JCIP can be modified from the original delivery manner, given that it was designed to be delivered in a detention or residential setting. All modifications, however must be pre-approved by DYFS.
  - c) Group Expectations: JCIP groups or supplemental work should be conducted on a daily basis Monday – Friday. The only exception to this is when Community Building (CB) Workshops are being conducted, in which the CB dates should be communicated to the assigned DYFS Administrative Coordinator in advance noting that JCIP will not be taking place.
  - d) Parent Orientation: The parents/guardian play an important role when it comes to supporting their youth through this program. The JCIP Parent Orientation will quip parents/guardians with the skills and tools needed to support their youth during this transformation process; assisting them with making long-lasting changes in their lives.
    - i. Learn how to speak the JCIP language of JCIP; develop a working knowledge of the terms, concepts and definitions of the process.

- ii. Be given a Ready Reference Guide as a quick and easy way to remain refreshed on the content learned.
- iii. Practice and develop the core skills of JCIP that will allow them to support their youth through their learning journey.
- iv. Walk away with a “JCIP Toolbox” that can be immediately used to assist their youth with:
  - Discovering their personal beliefs that are driving their thinking in high risk situations
  - Procession everyday situations in a way that will lead a greater understanding of how to get the consequences they really want in life.
  - Develop a Plan for Change
- v. Explore ways in which the JCIP tools can be used to enhance their own way of approaching everyday situations.

e) Phases of Program

- i. Phase I: Choices - Contains thirteen (13) lessons that are approximately 90 minutes per lesson, delivered 2-3 times per week over an 8 - 10 week period.
- ii. Phase II: Changes - Contains thirteen (13) lessons that are approximately 90 minutes per lesson, delivered 2-3 times per week over an 8 - 10 week period.
- iii. Phase III: Challenges (Community Phase) – Designed to support the youth in the process of cognitive change, by preparing to face the identified challenges that lead to lapses, relapses, and unwanted behaviors. Phase III continues until expiration of the order and is delivered individualized, based on the needs of the youth.

‡ Note: The length of time spent in each lesson can exceed 90 minutes if the groups demonstrate that more engagement time is needed.

- 6. **Family Counseling** – All MCAP participants are expected to attend bi-weekly counseling sessions using providers in the Delinquency & Court Services (DYFS) Network. Parents and/or guardians are expected to participate in counseling service.
- 7. **Individual Counseling** – All MCAP participants are expected to attend weekly counseling sessions using providers in the DYFS Network.
- 8. **Art Therapy** – This service is facilitated by Express Yourself Milwaukee (EYM) and introduces youth to the world of music, dance, theater and visual art, bringing life-changing results. Youth learn to express themselves in positive ways using creativity and all of their inner strengths to exude and connect with others.
- 9. **AODA Education and Counseling** – Alcohol and Other Drug Abuse (AODA) education and counseling is provided weekly by a community-based agency to help participants understand the effects of substance abuse in a group setting. Youth in need of individual AODA counseling services are identified through a Global Appraisal of Individual Needs (GAIN) assessment and offered that service on an individual basis.



10. **72 Hour Holds** – Youth in the community phase of the program are subject to holds in secure detention for investigation of any alleged violations of the rules of supervision. They could be held up to 72 hours for the investigation to be completed.
11. **Restorative Justice** – There are two options for restorative justice practices that youth may be referred to: (1) Community Conferencing and (2) Circles of Accountability. Both options provide a forum for discussion of how property crimes impact the victim directly and non-directly, including the youth themselves, their family and the community.
12. **Parent Advocate** – Provides services to parents and caregivers focusing on what SaintA's have identified as "The Five Pillars of Family Stability": Employment, Education, Housing, Health and Caring Connections. The parent advocates are trained to assess the needs of parents and caregivers, identifying the strengths and needs of the families they are working with, and providing resources to fill the needs of each of the five aforementioned pillars. The supportive services offered may include but are not limited to: (1) Advocacy and support regarding the youth's education, (2) Advocacy and support at monthly meetings, (3) Support and education around understanding the needs of the youth, (4) Parent mentoring, support and skill development in parenting, including problem solving and conflict resolution and (5) Linking families to ongoing community supports and resources.

#### **G. Incentivizing**

MCAP's *CAP Snacks N Stuff* is an incentive program designed to reward youth for program participation and personal achievements in phases 1 and 2 of the program. Incentives will be distributed to MCAP participants based off of the number of weekly points earned on the *On Deck Tracking Chart*. (*Please refer to Attachment H: MCAP Canteen Plan*).

The *On Deck Tracking Chart* will assist staff with monitoring the behavior and participation on a week to week basis. Youth can earn a total of forty-two (42) points per weekday and a maximum of thirty-six (36) points Saturday and Sunday. The number of points accumulated weekly may vary based on scheduled programming. The assigned JCO will document a zero (0) for any cancelled programming.

Youth are able to choose items from the *CAP Snacks N Stuff* order form based on the number of points accumulated. (*Please refer to Attachment I: MCAP Incentive Order Form*). Points do not carry over from week to week if the youth does not utilize their total weekly points earned. Each youth will receive a bonus item the week of the birthday. There will also be an additional incentive called a POWER TICKET for youth who receive the maximum number of points each week.

The participants' goal is to successfully complete all program benchmarks and pod/programming expectations to earn the maximum weekly points. The *On Deck Tracking Chart* will be posted on each pod for the youth to see their individual and pod accomplishments. Each youth will earn something each week, the number of items will vary from youth to youth. The type of incentive will be determined based on which level the youth achieves weekly.

If the entire POD meets earns a total of 3000 points or more per week, they will receive an

incentive for the entire POD selected by the evening Head of Shift Juvenile Correctional Officer (JCO) Supervisor.

*(Please refer to Effective Response Incentive Grid in development for more details).*

## V. Global Positioning System (GPS) Component

### A. Satellite Tracking of People (STOP), LLC. VeriTracks Monitoring Schedule

#### 1. HSW Responsibilities:

- a. Submit the youth's daily schedule to the providing agency prior to community phase release to the monitoring advocate, copy the supervising advocate and MCAP coordinator. Including: location name, address, and timeframe of approved locations (e.g. school name, grandma's (full name), work...).
- b. School activities and work schedules must be provided to the HSW by the youth, and/or parent/guardian (e.g. school calendar, work schedule...).
- c. The assigned HSW can provide the assigned providing agency with a respite option if needed.
- d. HSW is required to gather information regarding pre-planned family outings prior to the scheduled event (e.g. zoo, family reunion, birthday parties...)
- e. Updates schedules weekly via email as needed to the assigned monitoring advocate, supervising advocate, MCAP coordinator and MCAP liaison.

#### 2. Agency Responsibilities:

- a. Enter the daily schedule (approved locations) in the STOP, LLC. VeriTracks system. Including: location name, address, and timeframe.
- b. In the event the parent/guardian(s) or relative placement would like to make an unexpected errand or schedule an outing with the youth, the providing agency can approve (MCAP Supervising Advocate approval required) with twenty-four (24) hour advance notification as long as the parent/guardian(s) or relative placement provides the location name, supervising adult, timeframe, and address. **The providing agency zone is responsible for changing the zone location in VeriTracks to avoid false alerts.**
- c. Enter a note into VeriTracks including: the initial time of request, and the first and last name of the individual who made the request.
- d. Contact the family via telephone to inform them that movement is approved once the location change has been entered into the VeriTracks system.

### B. Satellite Tracking of People (STOP), LLC. Monitoring Center Process

The monitoring center will respond to alerts via 1. phone call, 2. email, and 3. text message.

The responses will include the youths name, alert type, youth date of birth, and youth's last known location *(All assigned monitors will receive an email and a short message service (SMS) regarding all alerts).*

**The monitoring center will respond to the following alerts in the following manners:**

#### 1. Bracelet Strap and Master Tamperers

- a. Document most recent position in a note.
- b. Call, email and/or text assigned Monitor Advocate.

2. Exclusion Zones - 911, Active, Silent

- a. Wait 5 minutes. If the event is closed, document and complete protocol by override. If the event is still open, document and continue to the next step.
- b. Call youth. Confirm they are speaking with the youth, inform youth of who is calling, and direct the youth to leave the exclusion area immediately. If no one answers, leave a message directing the youth to leave the exclusion area immediately and advise them that if they have questions to contact their assigned Monitoring Advocate.
- c. Wait 5 minutes. If the event is closed, document and complete the protocol by override. If the event is still open, document and continue to the next step.
- d. Document the most recent position in a note.
- e. Call, email, and/or text Monitoring Advocate.

3. Low Battery

- a. Wait 90 minutes. If the event is closed, document and complete protocol by override. If the event is still open, document and continue to the next step.
- b. Call the youth. Confirm they are speaking with the youth and inform the youth to charge their device no less than two and a half (2.5) hours a day. One hour in the morning and one hour in the evening each day. If no one answers, a message is left informing the youth to charge their device as stated previously.

4. Critical Battery

- a. Call the enrollee. Confirm they are speaking with the youth and inform the youth to charge their device no less than two hours and a half hours a day. One hour in the morning and once hour in the evening each day. If no one answers a message is left informing the youth to charge their device as stated previously
- b. (wait 60 minutes) If the event is closed, document and complete protocol override, if the event is still open, document and continue to the next step.
- c. Document the most recent position in a note.
- d. Call assigned Monitoring Advocate with the last know location, alert type, youth name and date of birth.

5. Dead Battery

- a. Document most recent position in a note
- b. Call the assigned Monitoring Advocate with the last know location, alert type, youth name and date of birth.

✚ **Note:** The assigned monitor advocate is responsible for confirming alerts by contacting the Monitoring Center via call, replying to the initial text “Confirm” or logging on to the VeriTracks System to confirm; and entering a note in VeriTracks after check-in calls are made.

C. Agency GPS Monitoring Expectations

All monitoring advocates will receive an email and SMS message for all alerts including the youth’s name, alert type, youth date of birth, and youth’s last known location. All advocate follow-up will occur in conjunction with STOP, LLC Monitoring Center.



**Advocates will respond to the following alerts in the following manner:**

1. Bracelet Strap and Master Tampers
  - a. Immediately contact the youth and family via telephone
  - b. Physically go the last known location in search of the youth if no response from youth and family.
  - c. Leave a message with the parent/guardian(s) or relative placement to file a missing person's report with their local law enforcement district.
  - d. SMS message the MCAP team including: youth name, date of birth, last known location, parent/guardian name, telephone number, and home address if different from last known location.
  - e. Document a "Note" in the VeriTracks note tab including: alert type and date/time, and the assigned advocate/supervising advocate/MCAP coordinators response to the alert within one (1) hour after the completion of the alert follow up.
2. Exclusion Zones- 911, Active, Silent
  - a. Immediately contact the youth and the family via telephone. Confirm the youth is present by requesting to speak to the youth. Direct them to leave the exclusion zone immediately.
  - b. The monitoring center will continue to provide location updates until the youth is back in their approved location per their monitoring schedule.
  - c. Advocate attempt to make face-to-face contact with the youth based on the continued updates from the monitoring center. If the youth is not in their prospective location the assign advocate is responsible for transporting them to their approved location.
  - d. If the youth does not return to their approved location or the assigned advocate cannot locate the youth, SMS message the MCAP team including: youth name, date of birth, last known exclusion location, parent/guardian name, telephone number, and home address if different from last known location.
  - e. Document a "Note" in the VeriTracks note tab including: alert type and date/time, and the assigned advocate/supervising advocate/MCAP coordinators response to the alert within one (1) hour after the completion of the alert follow up.
  - f. Assigned Advocate is responsible for emailing the MCAP team the incident with
3. Low Battery
  - a. Immediately contact the youth and family via telephone.  
If no response from youth and family:
    - i. Leave a message with the parent/guardian(s) or relative placement to file a missing person's report with their local law enforcement district if the whereabouts of the youth are unknown.
    - ii. Physically go the last known location in search of the youth and inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening.
    - iii. SMS message the MCAP team including: youth name, date of birth, last known location, parent/guardian name, telephone number, and home address if different from last known location.
  - If there is a response from the youth and family:
    - i. Confirm the youth is present by requesting to speak to them, then inform them to place their device on the charger

- ii. Inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening (assigned advocate can verify in VeriTracks if the youth is on the charger).
  - b. Document a “Note” in the VeriTracks note tab including: alert type and date/time, and the assigned advocate/supervising advocate/MCAP coordinators response to the alert within one (1) hour after the completion of the alert follow up.
- 4. Critical Battery
  - a. Immediately contact the youth and family via telephone.
    - If no response from youth and family:
      - i. Leave a message with the parent/guardian(s) or relative placement to file a missing person’s report with their local law enforcement district if the whereabouts of the youth are unknown.
      - ii. Physically go the last known location in search of the youth and inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening.
      - iii. SMS message the MCAP team including: youth name, date of birth, last known location, parent/guardian name, telephone number, and home address if different from last known location.
    - If there is a response from the youth and family:
      - i. Confirm the youth is present by requesting to speak to them, then inform them to place their device on the charger
      - ii. Inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening (assigned advocate can verify in VeriTracks if the youth is on the charger).
  - b. Document a “Note” in the VeriTracks note tab including: alert type and date/time, and the assigned advocate/supervising advocate/MCAP coordinators response to the alert within one (1) hour after the completion of the alert follow up.
- 5. Dead Battery
  - a. Immediately contact the youth and family via telephone.
    - If no response from youth and family:
      - i. Leave a message with the parent/guardian(s) or relative placement to file a missing person’s report with their local law enforcement district.
      - ii. Physically go the last known location in search of the youth inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening.
      - iii. SMS message the MCAP team including: youth name, date of birth, last known location, parent/guardian name, telephone number, and home address if different from last known location.

If there is a response from the youth and family:

- i. Confirm the youth is present by requesting to speak to them, then inform them to place their device on the charger (assigned advocate can verify in VeriTracks if the youth is on the charger)
  - ii. Inform the youth they are required to charge their bracelet no less than two (2) and half (.5) hours a day. One (1) hour in the morning and in the evening (assigned advocate can verify in VeriTracks if the youth is on the charger).
- b. Document a “Note” in the VeriTracks note tab including: alert type and date/time, and the assigned advocate/supervising advocate/MCAP coordinators response to the alert within one (1) hour after the completion of the alert follow up.

✚ **NOTE:** The assigned monitor advocate is responsible for confirming alerts by contacting the Monitoring Center via call, replying to the initial text “Confirm” or logging on to the VeriTracks System to confirm; and entering a note in VeriTracks after check-in calls are made.

✚ **NOTE:** DYFS Management will contact [IFC@milwaukee.gov](mailto:IFC@milwaukee.gov), and the assigned HSW will submit an apprehension request the next business day to the courts in the event a youth’s whereabouts are unknown in the community.

6. Recovered or Unrecoverable GPS Device

- a. In the event of a master tamper, the assigned advocate is expected to go to the last known location of the youth to recover or retrieve the GPS device.
- b. If the device is NOT recovered the assigned advocated is responsible for emailing [CCCcustodyintake@milwaukeecountywi.gov](mailto:CCCcustodyintake@milwaukeecountywi.gov) to report the device “unrecoverable”.
- c. If the device IS recovered, the assigned advocated is responsible for transporting the GPS device to secure detention within 24 hours after retrieval.

**VI. Confidentiality/ Client Files/ Consents/Release of Information**

- A. All information about the client is strictly confidential and shall not be discussed with any person outside of the client’s parent/legal guardian, agency affiliated consultants, supervisory personnel or delinquency and court staff. The right to confidentiality applies not only to written and electronic records, but also to videos, pictures, or use of names of clients or legal or custodial guardians in agency publications.
- B. A consent form that permits the agency to serve a youth must be in each client’s file. The “CONSENT FOR SERVICE” form must be signed and dated by the parent/guardian prior to the provision of services. The contracted agency is expected to create their own Consent for Service Form.
- C. Information about a youth may be released to other individuals or organizations only upon presentation of an authorized “AUTHORIZATION FOR RELEASE OF INFORMATION” that has been appropriately signed by the youth’s parent/legal guardian. The contracted agency is expected to create their own form.

**VII. Law Enforcement Contact**

- A. In the event an agency staff is contacted by law enforcement **regarding a criminal investigation of a youth on county supervision**, please refer them to the assigned HSW. **Regarding the youth, the HSW can share the following:**
- Date and nature of their last contact,
  - Placement location,
  - Court ordered restrictions only
  - Strengths
  - Current Program Status
- B. In the event information beyond what is identified is being requested, please refer the law enforcement agency to DYFS HSW-law enforcement liaison or the assigned administrative coordinator.

### **VIII. New Charges**

In the event that youth receive new referral while on pass or in the Community Phase of the program, these youth are to remain in the general population of secure detention until resolution has been brought on the new referral.

- **New Referral Adjudication:** If a youth is adjudicated on the new referral, then programming should be administered in accordance with the new dispositional order.
- **New Referral – No Adjudication:** If a youth is not adjudicated on the new referral, then MCAP programming will continue. Prior to return to the MCAP pod or community phase, an MCAP team meeting must take place within **5 business days** to determine the content of the MCAP individualized case/service plan.

### **IX. Documentation Requirements**

All documentation related to this program must be approved by DYFS and will be subject to audit based on components of this policy and the signed contract.

A. **Individual Case Files** must include the following documentation:

1. Referral forms
2. Initial client and family intake forms
3. Initial client and family assessments and service plans
4. Service plan reviews
5. Case Notes/Service Documentation (to include logs and/or sign-in sheets, progress notes, monthly reports, summary notes and/or any other written or electronic documentation completed by the Direct Service Provider to support that the Covered Service was provided to the Service Recipient). Case Notes must include the following minimum elements: service code or name; name(s) of the Direct Service Provider(s); client and Service Recipient name; the date, actual start time, actual end time, duration, location of the service; intervention; summary of the activity engaged in; Service Recipient's response to the Covered Service; Direct Service Providers signature and signature date and any other elements as required by Purchaser Policy or Procedure
6. Consent forms (including Release of Information, Consent for Services, Transportation Consent)
7. Incident reports
8. Discharge summaries



## **B. Weekly Progress Reports**

Provider agency is responsible for submitting the weekly reports to DYFS Administration mailbox ([DCSDadmin@milwaukeecountywi.gov](mailto:DCSDadmin@milwaukeecountywi.gov)) for all youth enrolled in the program, which will then be provided to the assigned HSW.

1. Weekly documentation and logs will include:
  - a. Name of Youth, Advocate, and HSW
  - b. Date of contact
  - c. Type of and reason for contact
  - d. Duration of contact
  - e. Type of contact (phone, face-to-face, school, etc.)
  - f. Location of contact
  - g. Specific programming in MCAP received by the youth
  - h. Content must incorporate the specific nature of the contact, identified needs of the youth or family, follow up needed, etc.
2. Assigned DYFS clerical staff is responsible for verifying the assigned HSW on the report and distribution of the weekly reports to the assigned HSW. If the assigned HSW is incorrect on the submitted weekly report the assigned DYFS clerical staff is responsible for notifying the provider agency at [stacey.lindsay@runningrebels.org](mailto:stacey.lindsay@runningrebels.org) of the change.
3. Group logs will be submitted to the assigned DYFS Administrative Coordinator by the providing agency Targeted Monitoring Program Director.

## **C. Court Reporting**

Court reports will be submitted to the assigned HSW via email and delivered to the assigned court branch within 3 business days prior to the scheduled court hearing by the assigned agency for all youth enrolled in the program with the following information:

1. **Heading:** Youth name, case number, referral date, report date, program name, and assigned HSW.
2. **Summary:** Type(s) of contact (e.g. face-to-face, call, school visit, etc.) and reason(s) (e.g. curfew call, family outing, leaving home, etc.) for contact.
3. **Program Summary:** Program participation, advocate/youth relationship, parent/advocate relationship, collaborative service provider participation/communication, and program benchmarks.
4. **Area of Focus**
  - Family/Home
  - MCAP POD
  - School
  - Community
  - Consequences and Outcomes (Include GPS alerts if applicable)
  - Support Request to Sustain Progress
5. **Alerts:** Alerts (or violations) must be documented and include the type of alert, date/time of alert, agency follow-up, date/time of HSW notification and the HSW follow-up.

Types of Alerts to include are as follows:

- Master Tamper
- Strap Tamper

- Shielding
- Critically Low Battery
- Entering an Exclusion Zone
- Exiting an Inclusion Zone
- Missing Behaviors

#### **D. Program Schedule**

A schedule or calendar of events, shall be provided on the first (1<sup>st</sup>) day of that scheduled month to the DYFS Administrative Coordinator, MCAP Liaison (MCAP Schedule only) and HSW that includes the standard schedule of programming for the month and anticipated days that components of the program will be delivered, including but not limited to advocate contacts, JCIP group days and Community Building. Any deviations from the JCIP group schedule will be communicated at least one hour prior to scheduled group start time to the Administrative Coordinator, unless indicated on the initial schedule submitted of potential deviations.

#### **E. Annual and Program Reporting**

- A. The agency will submit an annual report with program outcomes as required by the contract no later than August 1<sup>st</sup> of the following year. In the event the agency is unable to meet this standard, the agency will communicate to the DYFS in writing prior to August 1<sup>st</sup>. Please refer to the Purchase of Service contract for additional information.
- B. The contracted provider is responsible for entering all required placement services data into the Synthesis database via the Placement Service Tab (*Refer to Attachment J: Synthesis Dosage Data Guide*). Placement services that must be entered into Synthesis include only the following:
  1. Group Therapy – All General Groups, *e.g. life skills, restorative justice, character development, job readiness, etc.*
  2. Group Therapy – Pre-JCIP
  3. Group Therapy – JCIP
  4. Mentoring – Quality Contacts and Tutoring

#### **IV. Program Standards and Modifications**

- A. Program standards will be set by DYFS policy, and the providing agency is required to develop an internal policy to reflect the implementation of the DYFS policy.
- B. All modifications of programming are subject to DYFS approval, and must be communicated to the assigned DYFS administrative coordinator in writing via email within five (5) business days of the identified need to modify the programming. Modifications cannot be made until approval by DYFS has been received.
- C. In the event concerns rise with specific youth on the MCAP pod, youth cannot be removed from the MCAP pod without prior approval and staffing with the MCAP team.

Reviewed & Approved By: \_\_\_\_\_

  
Mark Mertens, Division Administrator